DOCUMENT RESUME

ED 116 701 IR 002 946

TITLE Reference Service Manual.
INSTITUTION Massachusetts Univ., Amherst. Univ. Libraries.
PUB DATE Jun 75
NOTE 46p.

EDRS PRICE MF-$0.76 HC-$1.95 Plus Postage
DESCRIPTORS Administrative Policy; Bibliographies; Higher Education; Interlibrary Loans; Librarians; Library Circulation; *Library Guides; Library Instruction; Library Materials; *Library Reference Services; *Library Services; *Manuals; Personnel Policy; *University Libraries
IDENTIFIERS *University of Massachusetts

ABSTRACT

Designed to orient new staff members and also to provide a source of information for library patrons, this manual includes guidelines for the library services offered by the University of Massachusetts Library. Among those included are: desk service; interlibrary loan service; bibliographic services; reference correspondence; documents collections; and orientation and instruction. (DS)

****
* Documents acquired by ERIC include many informal unpublished *
* materials not available from other sources. ERIC makes every effort *
* to obtain the best copy available. Nevertheless, items of marginal *
* reproducibility are often encountered and this affects the quality *
* of the microfiche and hardcopy reproductions ERIC makes available *
* via the ERIC Document Reproduction Service (EDRS). EDRS is not *
* responsible for the quality of the original document. Reproductions *
* supplied by EDRS are the best that can be made from the original. *
****

ED116701

IR

REFERENCE SERVICE MANUAL

Reference Department
University Library
University of Massachusetts
Amherst, Mass.
June 1975

U S DEPARTMENT OF HEALTH,
EDUCATION & WELFARE
NATIONAL INSTITUTE OF
EDUCATION

THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL NATIONAL INSTITUTE OF EDUCATION POSITION OR POLICY

IR 002 946

OUTLINE

REFERENCE SERVICE MANUAL

I. INTRODUCTION

A. Purpose of Manual

1. General Statement

2. Uses

3. Availability to Readers

4. Annual Review of Contents

B. Goals of Reference Service

1. General Statement

2. Basic Philosophy

C. Ethics of Reference Service

II. LIBRARY USERS

A. Categories of Library Users

B. Service to Non-University Users

1. General Statement

2. Guidelines for Providing Special Services

a. Time-consuming Inquiries

b. Computer Literature Searches

c. Interlibrary Loan

d. Preparation of Bibliographies

e. Letters of Introduction to other Libraries

f. Circulation of Reference Materials

g. Requests for In-process Materials

h. Library Orientation Tours

III. PRIORITIES

A. General Statement

III. PRIORITIES (Cont.)

B. Service to Individual Readers

1. First Priority

2. "On Call" Period

3. Telephone Calls

4. Priorities Among Waiting Readers

5. Pending Reference Inquiries

C. Instructional Services

D. Interlibrary Loan Verification

E. Selection Officers

IV. DESK SERVICE

A. General Statement and Instructions

1. Nature and Extent of Responsibilities of Librarians on Desk Duty

a. Priorities

b. Clipboard Messages

c. Reference Staff Vertical File

d. Approachability

e. Activity During Slack Periods

f. Manning Level and Mobility

g. Leaving the Desk Uncovered

2. Handling General Inquiries

a. General Statement

b. Directions

c. Library Policies

d. Library Holdings

e. Information Service

f. Research and/or Instruction

(1) Amount of Service

(2) Instruction

IV. DESK SERVICE (Cont.)

3. Handling Problem Inquiries

a. Questions received at Closing Time

b. Genealogical Questions

c. Questions Relating to Take-Home Exams, Contests, Puzzles, etc.

d. Recommending Reference Books for Purchase

4. Recording Statistics and Questions

a. Daily Statistics Report

b. Request for Information Sheet

5. Reporting Problems

a. Emergencies

b. Missing Reference Books

c. Disorder in Book Arrangement

d. Public Catalog and Master Serials List Corrections

e. Reference Book Problems

f. Complaints

B. Responsibilities of Reference Assistants

1. General Statement

2. Level of Responsibility

3. Special Public Service Assignments

C. Responsibilities of Student Assistants

1. General Statement

2. Level of Responsibility

D. Telephone Inquiries

1. Incoming Calls

a. Who Answers the Telephone

b. Service Standards

c. Paging Readers

d. Checking Records

e. Circulation Information

IV. DESK SERVICE (Cont.)

f. Questions about Library Policies

g. Personal Calls

h. Emergency and Nuisance Calls

2. Outgoing Calls

a. General Guidelines

b. Long Distance Calls

c. Calling Local Libraries

d. Reader Use of Telephone

e. Personal Calls

E. Circulation Functions of Reference Staff

1. Pamphlet File

2. Microforms

3. Educational Tests

4. College Catalogs

5. Stack Reference Books

6. Government Documents

7. Unprocessed Materials

8. Reference Books

a. Circulation for Use Outside the Library

b. In-building Use

c. "Desk" Books

d. Renewals, Recalls, Fines

F. Responsibility for Service at Night, Weekends, Skeleton Staff Days

1. General Statement

2. Special Problems

a. Authorizing Reserve Use

b. Emergencies

IV. DESK SERVICE (Cont.)

c. Obtaining In-process Materials

d. Records in Technical Services Area

e. Use of Technical Services Area

f. Microforms Room

g. Newspaper Pickup

h. Lost and Found

i. Documents

j. Interlibrary Loan

k. Morrill Biological Sciences Library

G. Inquiries for "In-Process" Materials

1. Types of Inquiries

2. BORF Routine

3. Bindery Materials

4. Theses and Dissertations

5. New Serial Titles

6. Departmental Cooperation

H. Referrals

1. General Statement

2. Referring Questions to Colleagues

3. Referrals to Other Libraries or Services

4. Unanswered Questions

I. Assisting Users at Card Catalog

1. Responsibility

2. Kinds of Problems

3. Offering Assistance

J. Special Reference Collections

1. Pamphlet File

2. Newspapers

IV. DESK SERVICE (Cont.)

3. Microforms

a. Staffing

b. Responsibility of Reference Librarian

V. INTERLIBRARY LOAN SERVICE

A. General Statement

B. Borrowing Policies

1. Full Borrowing Privileges

2. Undergraduates

3. Honors Theses and Independent Study

4. Visiting Faculty and Unaffiliated Scholars

5. Borrowers Not Eligible

C. Types of Materials

1. Materials Requested

2. Materials Not Requested

D. Form of Request

E. Use of Interlibrary Loan Materials

F. Photocopy Charges

G. Hand-Carried Loans

H. Night and Weekend Procedures

I. Lending Policy

VI. BIBLIOGRAPHIC SERVICES

A. Reference Initiated

B. User Requests

1. Preparation of Bibliographies

2. Checking Bibliographies

C. Current Awareness

D. Computer Literature Searches

VII. REFERENCE CORRESPONDENCE

A. Incoming Inquiries

1. Who Drafts Replies

2. Signature

3. Copies

4. Policy for Handling Requests

5. Promptness in Answering

6. Requests for Holdings Information

7. Information about the University

8. Surveys

9. Supplying Photocopies

B. Outgoing Inquiries

1. Letters of Introduction

a. Purpose

b. When Appropriate

c. Format of Letter

d. Policies of Other Libraries

e. Application Form

2. Requests for Information

VIII. DOCUMENTS COLLECTION

A. General Statement

B. Staffing by Reference Librarians

1. Orientation of Reference Staff

2. Rotation of Night and Weekend Duty

C. Referrals

D. Circulation of Documents

IX. ORIENTATION AND INSTRUCTION

A. General Statement

B. Responsibilities of Reference Librarians

1. Orientation

2. Instruction

C. Policy and Procedures

1. Orientation

2. Instruction

SECTION I: INTRODUCTION

A. Purpose of the Reference Service Manual

GENERAL STATEMENT

1. General Statement - The purpose of the Reference Service Manual is to state guidelines for providing reference service in order to insure a uniform standard of service of the highest possible quality consistent with available resources. This statement will express the understanding between the library administration and the Reference Department concerning the manner in which the Department's responsibilities are carried out.

USES

2. Uses - The manual will be used for orienting new staff members, as well as a source of information in case reference librarians have questions concerning departmental policy.

AVAILABILITY TO READERS

3. Availability to Readers - The manual may be made available to any library user if he or she has a question concerning the service policy of the department. It will serve as a basis for a briefer statement which will be published and distributed to library users.

ANNUAL REVIEW OF CONTENTS

4. Annual Review of Contents - The contents of the manual will be reviewed annually by the Reference Department staff and the library administration to insure that policy and practice are in conformity and that changes are made as needed.

B. Goals of Reference Service

GENERAL STATEMENT

1. General Statement - The two major goals of the Reference Department are: (a) to facilitate access to library collections and to the informational content of those collections through direct personal service to the library's users; and (b) to support the University's instructional program through providing formal and informal library and bibliographic instruction.

BASIC PHILOSOPHY

2. Basic Philosophy - As a general rule, because of the size of the library's clientele and the large number of highly specialized (and changing) interests among them, assistance to readers, apart from "ready reference" kinds of inquiries, must ordinarily take the form of providing guidance in the pursuit of information rather than providing the information itself. The individual librarian must exercise his or her judgment in determining the application of this policy in specific situations. The objective situation -- i.e., the needs of the user, the amount of time available, and the knowledge upon which the staff member can call -- must be the determining factor and not favoritism to any one reader or group of readers.

ETHICS OF REFERENCE SERVICE

C. Ethics of Reference Service - The needs of library users must always be taken seriously and treated with the utmost respect. Under no circumstances should there be any discussion of an individual or a group of users, or of any transactions between user and reference librarian, outside of a professional context.

SECTION II: LIBRARY USERS

CATEGORIES OF LIBRARY USERS

A. Categories of Library Users - For categories of library users, see the statement of "Policy on Non-University Users" in the section on Loan Policies in the staff vertical file.

B. Service to Non-University Users

GENERAL STATEMENT

1. General Statement - No discrimination is made between university and non-university users when giving routine reference service. In the case of a time-consuming inquiry or in the case of special services the question of the user's affiliation may arise and some distinctions may have to be made. Guidelines for making these are given below. In applying the guidelines the reference librarian must use his or her own judgment, although senior staff members may be consulted.

2. Guidelines for Providing Special Services

TIME-CONSUMING INQUIRIES

a. Time-consuming Inquiries - As a general rule, if a library user not affiliated with the university (or not a Commonwealth official) has access to a library intended to serve his needs which is adequate for his purpose, he should be referred to that library for assistance. In cases where the University Library has special resources in staff or materials and the needs of the user seem to warrant it, assistance beyond the routine may be given.

COMPUTER LITERATURE SEARCHES

b. Computer Literature Searches - See Section VI. D.

INTERLIBRARY LOAN

c. Interlibrary Loan - Interlibrary Loan privileges are ordinarily granted only to users who are affiliated with the University. Any questions concerning eligibility for interlibrary loan (e.g., in the case of an unaffiliated scholar resident in the Valley) should be referred to the Interlibrary Loan Librarian. (Cf. Section V. B4)

PREPARATION OF BIBLIOGRAPHIES

d. Preparation of Bibliographies - See Section VI. B1.

LETTERS OF INTRODUCTION TO OTHER LIBRARIES

e. Letters of Introduction to other Libraries - A scholar resident in the Valley who primarily uses this library for his research and who is not affiliated with any academic institution in the area may be given a letter of introduction to a library outside the Valley if he has been issued a library identification card by the Public Services Office. Examples would include a graduate student at an out-of-state university who lives in the Valley and who is writing a thesis or dissertation, or a scholar writing a book or article for publication. (Cf. Section VII. B1). The letter of introduction should make clear the status of the person being introduced.

SECTION II (Cont.): LIBRARY USERS, GUIDELINES FOR PROVIDING SPECIAL SERVICES

CIRCULATION OF REFERENCE MATERIAL

f. Circulation of Reference Material - A reader who is not affiliated with the University or who holds no official state office may borrow reference materials only in exceptional circumstances; for example, if he is a serious student who urgently needs to use material in a volume not easily photocopied at a time when the library is not open. The reader must have a university library card.

REQUESTS FOR "IN-PROCESS" MATERIAL

g. Requests for "In-Process" Material - Requests by non-University readers for in-process materials should be handled in the same way as for readers affiliated with the university.

ORIENTATION TOURS

h. Orientation Tours - Requests for library orientation/instructional tours will be honored if staff and time are available. Such requests should be referred to the Instructional Services Librarian or her assistant for a decision. (Cf. Section IX.)

SECTION III: PRIORITIES

GENERAL STATEMENT

A. General Statement - The Reference Department gives priority to all activities involving direct service to library users. Supporting activities, although essential to maintain the quality of these services, must take a second place. Among direct services, the order of priorities is: (1) service to the individual reader, (2) library instruction to groups, (3) bibliographical verification of interlibrary loans.

B. Service to Individual Readers

FIRST PRIORITY

1. First Priority - As a general rule, service to library users who come to the Reference area takes priority over any other activity. Reference librarians should make a determined effort to schedule appointments, meetings, and supporting activities at times when it is expected that library use will be relatively light.

"ON CALL" PERIOD

2. "On Call" Period - All reference librarians on duty, even though they are not scheduled at the desk, are on call during peak periods from 10:30 to 3:30 when the University is in session and should ordinarily be on the reference floor or at their desks during this time so that they will be available to help if needed.

SECTION III. B3: PRIORITIES, SERVICE TO INDIVIDUAL READERS

TELEPHONE CALLS

3. Telephone Calls - In accordance with the rule in paragraph No. 1 above, the user who comes to the Reference desk takes priority over the person who calls on the telephone or who has left an inquiry at the desk. The one exception to this is in the case of the librarian or reference assistant who is formally scheduled for telephone duty in the reference office. For fuller instructions on answering the telephone see Desk Service: Telephone Inquiries: Incoming Calls (Cf. Section IV. D1)

PRIORITIES AMONG WAITING READERS

4. Priorities among Waiting Readers - In cases where there are two or more library users waiting, help should be offered first to the person who has been waiting longest. If it appears that the answer to the inquiry will take a little time, the librarian may deal first with the questions which can be answered immediately, if this is agreeable to the persons waiting.

PENDING REFERENCE INQUIRIES

5. Pending Reference Inquiries - If the immediate needs of readers who are in the library or who are telephoning are being adequately taken care of, next priority should be accorded to following up inquiries not answered when they were taken while on desk or telephone duty. All such questions must be dealt with immediately by the person who accepted them unless other arrangements have been made, or service to users who are waiting interferes.

The desk supervisor (the Assistant Head of the Department) will be responsible for seeing that librarians report on these questions promptly and in proper form. (Cf. Desk Service: Referrals II H and Desk Service: Recording Statistics and Questions, IV. 4)

INSTRUCTIONAL SERVICES

C. Instructional Services - Library and bibliographic instruction has the second major priority among tasks performed by reference librarians. Reference librarians are expected to be available to help the Instructional Services Librarian when they are not assisting individual readers; this assistance may take the form of actual instruction or the preparation of materials for instructional purposes. (Cf. Section IX)

INTERLIBRARY LOAN VERIFICATION

D. Interlibrary Loan Verification - Although interlibrary loan is not administratively a part of the Reference Department, we have agreed to provide bibliographic support to the Interlibrary Loan Office. Interlibrary Loan requests waiting for verification take priority when the needs of individual readers and of library instruction have been satisfied.

SELECTION OFFICERS

E. Selection Officers - Members of the Reference Department staff who are also Selection Officers have special responsibilities involving the Bibliography Division. As a general rule, service to readers must take precedence if there is a conflict of priorities.

SECTION IV: DESK SERVICE

A. General Statement and Instructions

1. Nature and Extent of Responsibilities of Librarians on Desk Duty

PRIORITIES

a. Priorities - the primary responsibility of reference staff on desk duty is provision of direct personal service to readers who come to the Reference and Information Desk for assistance, or who call by telephone. See Section III concerning priorities

CLIPBOARD MESSAGES

b. Clipboard Messages - reference staff are responsible for reading the messages attached to the desk clipboard as soon as they come on duty. The purpose of the clipboard is to record information and special short-term instructions needed by staff on desk duty that day. Messages should be added to the clipboard by staff on desk duty as appropriate. Examples of such messages are: 1) notes concerning material placed on the reference hold shelf for use by readers returning later in the day; 2) notes concerning class assignments involving use of reference materials; 3) notes concerning procedures for answering a difficult question being asked repetitively at the desk.

REFERENCE STAFF VERTICAL FILE

c. Reference Staff Vertical File - this file is a collection of materials brought together to serve special informational needs of reference staff on desk duty. Examples of the kinds of materials found in this file are: brochures describing area library facilities and resources; statements concerning library policies and procedures; guides to the use of selected data bases; copies of campus and 5-College news publications relating to current events, information relating to special collections owned by the Library, etc. Generally, because of the format or ephemeral nature of these materials, they are not suitable for cataloging and retaining on the reference shelves. A guide to the subject headings used in the file is kept in a notebook shelved inside the vertical file cabinet.

APPROACHABILITY

d. Approachability - Reference staff on desk duty must be constantly aware of how approachable they appear to library users who are in need of assistance. Being approachable is a first step in encouraging users to seek assistance at the Desk. Users need to be educated to the fact that individual assistance is the primary responsibility of staff on desk duty, that reference librarians are interested in the problems that face library users, and are willing to help. Since the attitude and behavior of staff on duty goes a long way towards creating an image of the Reference Department, Reference staff should strive to make that image a positive one.

SECTION IV: DESK SERVICE (Cont.)

SLACK PERIODS

e. Activity During Slack Periods - During slack periods at the desk, staff may work on other assignments, examine new reference materials, read professional literature, etc., as long as it does not interfere with the provision of desk service. They should walk the floor occasionally to see if they can be of assistance to readers working elsewhere in the reference area or at the public catalog. Staff must be careful not to become so engrossed in other work that they fail to see readers in need of assistance in the reference area or at the public catalog.

MANNING LEVEL AND MOBILITY

f. Manning Level and Mobility - It is the policy of the Reference Department to man the reference desk at all hours that the Library is open with the exception of late night hours. Under normal circumstances, the manning level should be such that at least one librarian is available to assist readers elsewhere in the room (at the public catalog, at the index tables, etc.) or to deal with requests that must be handled immediately away from the desk (for example, assistance in using reference tools shelved at a far end of the floor, microforms, etc.).

LEAVING THE DESK UNCOVERED

g. Leaving the Desk Uncovered - Should it ever be necessary to leave the desk uncovered for more than a few minutes (to assist a reader in the Microforms Room, for example), the sign which reads "Reference Librarian will return shortly" should be placed in a visible location on the desk. A librarian's absence from the desk should never be so prolonged as to interfere with the rights of others who are waiting for service.

2. Handling General Inquiries

GENERAL STATEMENT

a. General Statement - It is expected that judgment will be used in determining which questions can be handled to completion by the librarian and which ones are best answered by providing guidance in selecting sources to consult. In the first category are directions, general questions concerning library policies and services, information on library holdings and ready reference questions involving specific facts easily determined from standard sources.

DIRECTIONS

b. Directions - In giving directions, explanations should be given when possible with reference to appropriate printed aids available at the Desk or near the public catalog (e.g. the stack directory, the directory of locations, the Campus Guide, etc.) so that the explanation will be as clear as possible and the reader can, if he wishes, find his own way the next time he has a similar question.

SECTION IV. A2: DESK SERVICE, HANDLING GENERAL INQUIRIES (Cont.)

LIBRARY POLICIES

c. Library Policies - Follow the instructions in Section IV. D1f in giving information on library policies and services. When the reader comes to the desk in person it may be preferable to make the inquiry for him if it is necessary to refer to another service point for full information.

LIBRARY HOLDINGS

d. Library Holdings - In giving information on library holdings the reference librarian should never give a negative answer without fully verifying the item requested and checking in all appropriate collections or sources. If the reader does not want to wait until this can be done or is satisfied with a less than complete search, be sure to indicate in your answer that it is possible that a more thorough search would locate the material wanted. For more complete instructions on assising readers with the card catalog, see Section IV. 1.

When it has been established that material needed by the reader is not available in the University Library system, suggestions should be made concerning other possible locations which may be appropriate, such as local libraries, bookstores and libraries outside the Valley. See Section IV. H3, Referrals to other libraries or services.

INFORMATION SERVICE

e. Information Service - Answers to other questions should be based on data in standard reference sources whenever possible. The printed information should be shown to the reader or, in the case of a telephone inquiry, the source of the information should be cited. It is not our policy to vouch for the accuracy of a particular answer or source, although we should be prepared to give some indication of its reliability. We will not normally cross-verify answers except in the case of obvious discrepancies.

RESEARCH AND/OR INSTRUCTUCTION

f. Research and/or Instruction - In a second category are questions which require much longer, more detailed answers; e.g. questions concerning search strategy for information in a specific field, perhaps involving several forms of material (periodical articles, books, government documents, etc.) or questions which will require search through a number of specialized sources which are located some distance away from the Desk area.

When these more complicated, time-consuming questions arise at the Desk, there are several possible procedures to follow: for example, (1) alert an "on call" librarian to take your position at the Desk, (2) or ask an "on call" librarian to take over the problem, (3) inform the reader courteously that his question will probably take considerable time to answer fully and ask if he or she is willing to come back later for an answer, or for individual help in locating the answer. The reference librarian is expected to use his or her own judgment in determining the most appropriate response and also to be considerate of the reader and any colleague who is asked for assistance.

SECTION IV. A2: DESK SERVICE, HANDLING GENERAL INQUIRIES (Cont.)

AMOUNT OF SERVICE

(1) Amount of Service - The amount of service that can be given at any particular time will vary, depending on such factors as how busy it is at the desk, how many other reference librarians are available to help, etc. What is practical at one time may not be at another; it is important, however, that an effort be made to provide adequate service. Some guidelines that may be followed are given below:

(a) Always try to suggest some sources and specific headings (in the public catalog, an appropriate index or bibliography, etc.) and encourage the reader to come back for further suggestions if the results are not satisfactory.

(b) If the student is beginning his search and is unfamiliar with the relevant sources you may want to suggest that he make an appointment with you or one of the other reference librarians for a conference on how to make full use of library resources in that field. Such a conference will enable a reference librarian to give much more assistance to an individual student than is possible on the spur of the moment at the busy reference desk.

(c) If you are unfamiliar with what sources might be available and wish to investigate when you have more time, fill out a request for information form (see Section IV. A4b) and arrange to report on the question later.

(d) When likely sources of information are known but a search of them will be very time-consuming, or require specialized knowledge which you do not have you should suggest that the reader do the search for himself, or employ a research assistant.

(e) When the search appears to require a quick check of a large number of potential sources which would be difficult to explain to a reader, the reference librarian may, if the purpose of the question seems to justify it, invest a reasonable amount of time on the research.

INSTRUCTION

(2) Instruction - formal instruction in the use of library records, bibliographic tools and other sources in the reference collection should be a routine part of reference service. Encourage the reader to follow your steps as you seek out the information or sources, but never force instruction on a reader who asks a simple question which can be answered by reference to one or two sources.

Reference librarians should be alert to the kinds of questions that indicate a need for instruction; in general they

SECTION IV. A2: DESK SERVICE, HANDLING GENERAL INQUIRIES (Cont.)

will fall into three main categories - occasions when a student is looking for material for a paper, speech, or other project; when a reader is investigating a topic exhaustively; and when a reader seems unfamiliar with the use of a particular reference tool and indicates an interest in learning how to use it effectively.

Reference librarians should be also alert to questions indicative of class assignments where formal library instruction for the entire class might be more fruitful than answering individual questions at the reference desk. If possible, attempt to determine the nature of the assignment, the due date, and the name of the instructor. This information should be referred to the reference librarian in charge of instruction, who will judge whether the instructor should be contacted. (Cf. Section IX)

3. Handling Problem Inquiries

QUESTIONS RECEIVED AT CLOSING TIME

a. Questions Received at Closing Time - Whenever possible, handle questions received at closing time to completion even if it means working overtime. However, if the question seems very involved, or you have other commitments which prevent you from working overtime, ask the reader to return for assistance at a time when the Desk will be staffed. (Reference Desk hours are posted in a visible location at the Desk). Fill out a "Request for Information" form, summarizing the main points of the inquiry, so that you or the librarian coming on duty in the morning will be able to handle the question to completion at the time agreed upon with the reader.

DEFINITION

b. Genealogical Questions - are those which involve the tracing of lines or details of family history, and not just the identification of a person, or the finding of brief biographical information about a person, such as would be included in a "who's who" type directory.

TYPE OF SERVICE GIVEN

(1) The reference staff will assist in answering genealogical questions within the scope of the resources of the Library, in the same manner in which any other type of question is answered.

"Normal" assistance is direction and instruction in the use of the card catalog and reference sources which explain techniques of genealogical research. General aid is also given in finding bibliographical guides to information. Librarians will not normally digest information for the reader or undertake elaborate searches for details in books of local history, genealogies, newspapers, microfilmed records, etc.

SECTION IV. 3b DESK SERVICE, HANDLING PROBLEM INQUIRIES (Cont.)

An exception to this rule is a reasonable search of published materials relating to the University, when these sources may be expected to contain pertinent information. Questions involving reference materials kept in the University Archives Collection would be referred to the Archives Librarian for reply.

OTHER SOURCES OF INFORMATION

(2) Inform the reader that agencies which may help him in his genealogical research are listed in: e.g., the latest Directory of Historical Societies and Agencies, Ref./E/172/A51 and Lee Ash, comp. Subject Collections: a guide to special book collections, Ref./A/688/A2A81.

QUESTIONS RELATING TO TAKE-HOME EXAMS, CONTESTS, PUZZLES, ETC.

c. Questions Relating to Take-Home Exams, Contests, Puzzles, etc. - Challenging questions are sometimes posed by instructors as part of take-home examinations or as "puzzles" intended to encourage students to learn how to use library resources.

Generally, the initial approach of the librarian should be the same as it would be to any other question: i.e., to direct the reader to probable sources of information, encouraging him to return if those sources are unsatisfactory. However, when a group is involved in pursuit of the same information, it becomes difficult to provide individual assistance or even instruction in search strategy. The reference staff must then judge the relative importance or propriety of the question and act accordingly to avoid time-consuming repetition of effort.

Establish as complete a picture as possible of sponsor, purpose and progress-to-date of the parties involved in finding the answer to the question, by interviewing the reader, other staff who have been involved, and/or the sponsor by contacting him directly. In general, the less the purpose of the question has to do with education or research (by admission of reader or sponsor) the readier the reference staff should be to direct readers immediately to sources known to contain the answer, or even to provide the answer.

Considering the relative obscurity of some questions, the library staff must not be expected to assume responsibility for the correctness of the solutions found; it is not part of our normal service to cross-verify answers, except in obvious cases of contradictory information. The interpretation of the question and the acceptability of the response must remain the responsibility of the reader.

Special arrangements made by an instructor prior, e.g. to a take-home examination, should include a full explanation of his purpose and the information sought, as well as a list of known participants. Such arrangements will only be accepted as modifying normal reference service when their purpose is clearly educational and a discussion with the sponsor shows that he has carefully considered alternatives such as instruction by the staff in the use of libraries or the strategy of a literature search.

SECTION IV. 3d: DESK SERVICE, HANDLING PROBLEM INQUIRIES (Cont.)

RECOMMENDING REFERENCE BOOKS FOR PURCHASE

d. Recommending Reference Books for Purchase - If a reader asks that the reference librarian recommend an encyclopedia, dictionary or other reference work for purchase, an opinion may be given on the reputation of a specific work, but the opinion should always be supported by a review or comment in a standard reference source, such as the "Reference and Subscription Book Reviews" in Booklist, or Choice, etc. The reader should always be advised to examine the library's copy of the work to see if it meets his individual needs and expectations.

4. Recording Statistics and Questions

DAILY STATISTICS REPORT

a. Daily Statistics Report - It is the policy of the Reference Department to keep statistics on inquiries received at the Desk in order to provide a factual base for review of reference service. One of the duties of all librarians and reference assistants scheduled for desk work is to keep an accurate record of inquiries received.

Record the number and type of inquiry received on the Reference Department's Daily Statistical Report form following instructions outlined in "Reference Statistics: Definition of Terms and Examples of Questions", a copy of which is filed in the Staff vertical file. The Department secretary or the librarian assigned to Desk duty when the department opens for service is responsible for seeing that the form is placed at each desk station, properly dated, and ready for use. At the close of the day, completed forms are placed in the tray labeled "statistics". The statistics are compiled on a monthly basis and reported in the department's monthly report. A file of these reports is kept in the department office.

REQUEST FOR INFORMATION SHEET

b. Request for Information Sheet - It is the responsibility of persons assigned Desk work to record questions they are unable to answer while on desk duty. The purpose of recording these questions is threefold: (1) to have a record of unanswered questions to be worked on later, when there is more time to search and/or ask for assistance from others; (2) to record questions that could not be answered with the resources in the library (specific titles and/or types of material which should be added to the collection to answer similar questions in the future should be noted on the form); (3) to record especially difficult and complex questions to add to the department's "Difficult Queries" file, to help others save time in answering similar questions at a future date.

Record all necessary information on the Request for Information form following the instructions for using it on file in the Staff Vertical File in the Reference Department folder. These "Instructions" include a procedure on what to do with the completed form.

SECTION IV. 5 DESK SERVICE, REPORTING PROBLEMS

5. Reporting Problems

EMERGENCIES

a. Emergencies - Reference staff are responsible for reporting emergencies (accidents, disorders, water leakage, etc.) by following the instructions on the desk clipboard.

MISSING REFERENCE BOOKS

b. Missing Reference Books - Temporarily missing reference books should be reported by filling out a charge slip for the missing volume and giving it to the reference assistant who is assigned this duty for searching. The circulation records and the shelving shelves opposite the reference desk should always be checked before the book is reported "missing."

Books not located after being searched in the stacks, etc. will be noted "missing as of _____(date)" in the reference charge file, and searched periodically thereafter until located or replaced.

DISORDER IN BOOK ARRANGEMENT

c. Disorder in Book Arrangement - Since disorders in book arrangement can cause serious inconvenience to users, the reference staff should pay continuous attention to maintaining the collection in good working order. Occasionally there will be breaks in the system set up to accomplish this: e.g. a shelver may be absent; a shelf-reader may not be aware that a particular section needs immediate attention, etc. Such conditions should be reported to the staff member responsible for collection maintenance. When there is a temporary pile-up of heavily used reference books when the regular shelvers are not scheduled to work, the librarians on duty should attempt to keep the collection in good working order, reshelving books as necessary.

PUBLIC CATALOG AND MASTER SERIALS LIST CORRECTIONS

d. Public Catalog and Master Serials List Corrections - Reference staff, like other library staff, are responsible for reporting errors discovered in the Public Catalog and in the Master Serial list. Procedures for reporting errors, and defective or misfiled cards are outlined in the Staff vertical file. They should be given to a reference assistant who will see that they are routed to the proper person. Forms for reporting corrections are available at the desk.

PROBLEMS RELATING TO REFERENCE BOOKS

e. Reference Book Problems - The Reference Book Problem form, available at the Desk, is to be used to report problems requiring some kind of follow-up activity off the desk. For example, while working at the Desk you may have occasion to use a reference work you suspect is outdated, and perhaps should be removed from Reference, or be replaced by a newer edition. Such discoveries should be reported on the Reference Book Problem form and given to the reference staff member in charge of collection-building.

SECTION IV 5f: DESK SERVICE, REPORTING PROBLEMS (Cont.)

COMPLAINTS

f. Complaints - Complaints concerning policies or functions of the Reference Department should be referred to the Head of the Department (or, in her absence, to the Assistant Head of the Department). See Section IV. H, Referrals.

B. Responsibilities of Reference Assistants

1. General Statement

GENERAL STATEMENT

Reference assistants receive in-service training to prepare them for carrying out a variety of support activities essential to maintaining the quality of Reference Desk service. They are expected to provide back-up assistance for routine procedures, questions and problems; for example, the BORF routine; searching for missing reference materials; helping readers to locate desired microforms, etc. They may also be called upon to help individual reference librarians by checking sources for answers to specific reference questions.

In addition, they may be called upon during peak service periods to assist more directly by helping to answer the telephone, or by manning a Periodicals Information Desk.

For a list of general support activities assigned to individual assistants and the names of the reference librarians with whom the assistants work on particular assignments, see the folder labeled "Reference Dept.", in the Reference Staff Vertical file.

2. Level of Responsibility

LEVEL OF RESPONSIBILITY

Reference assistants are expected to use independent judgment and make decisions within guidelines, but consult with reference librarians on difficult or unusual problems. Assistants are expected to refer to a librarian questions concerning areas in which they lack knowledge or may have only partial information. (Cf. Section IV.H, Referrals)

Assistants share with other members of the Reference staff a responsibility for becoming familiar with the contents of this manual, giving special attention to Sections I and V.

3. Special Public Service Assignments

SPECIAL PUBLIC SERVICES ASSIGNMENTS

a. Telephone duty - for staffing and services, see Section IV. D.

b. Microforms Room - for staffing and services, see Section IV J3.

SECTION IV. C: DESK SERVICE, RESPONSIBILITIES OF STUDENT ASSISTANTS

C. Responsibilities of Student Assistants

1. General Statement

GENERAL STATEMENT

A mature student may be assigned to supervise the reference area on the Main floor of the library during late night hours when no reference librarians are on duty. The assistant will receive in-service training on how to handle inquiries, emergencies and referrals. It is the policy of the Department to identify through signs those hours when a student assistant, rather than a reference librarian, is on duty.

2. Level of Responsibility

LEVEL OF RESPONSIBILITY

The student assistant is generally not expected to be able to answer questions except those concerning locations, library policies and services, and library holdings. The student should not give a negative answer without suggesting that the inquirer return or call at a time when a reference librarian is on duty, or leave an inquiry at the desk which can be followed up the next day.

D. Telephone Inquiries

1. Incoming Calls

a. Who Answers the Telephone - During peak service periods, a reference assistant may be assigned duty at the "telephone desk" to accept incoming calls. The reference assistant is responsible for answering routine questions, referring all other questions as appropriate. She follows instructions outlined in "Telephone Procedures for Reference Assistants" (dated 1-4-72), a copy of which is kept in a folder at the telephone desk.

WHO ANSWERS THE TELEPHONE

The "Telephone Procedures for Reference Assistants" include instructions to always ask the advice of the reference librarian on duty when in doubt as to the best procedure for handling difficult or unusual inquiries. An assistant must not assume responsibility for answering questions concerning areas in which she lacks knowledge or may have only partial or incorrect information. If the response to an inquiry is to be in the negative (i.e., the library does not own the requested material), the assistant or reference librarian should verify the item before giving a final answer to the reader.

When a reference assistant is not on duty, the persons who are on duty at the Desk are responsible for answering the telephone. Unless the cut-off switch is used, the telephone will ring both in the reference area and in the reference office. If the phone rings more than 2 times, it should be answered in the reference office by staff working there. Reference staff members working

SECTION IV. D1a: DESK SERVICE, WHO ANSWERS THE TELEPHONE (Cont.)

in the reference area, are, of course, expected to come to the aid of those on desk duty whenever the need arises. When there is only one person at the desk, that person answers the phone even if he or she is speaking with a reader, since constant ringing will disturb the whole room. However, if the phone call interrupts service you are giving to a reader at the desk, ask the person on the phone if he can wait or if you can phone back later with the answer to his question. Service to readers who have come to the desk for assistance is given priority over service to readers who are asking for assistance by phone.

SERVICE STANDARDS

b. Service Standards - The telephone is one of the most important means of providing and arranging for service to library users. Members of the Reference Department are responsible for maintaining the best possible standards of telephone service. Since the manner in which telephone inquiries are handled has a direct bearing on both the operation of the department and the public impression of the University Library, it is important that the telephone techniques outlined below be practiced.

DEVELOP A PLEASING TELEPHONE MANNER
--Make the caller's first impression a good one.

IDENTIFY THE DEPARTMENT
--So that the caller knows immediately he has reached the right department, answer the phone by saying, "University Library, Reference Department..."

GIVE PERSONAL SERVICE
--Treat callers as individuals. Take the time to be polite.

--Do not leave a person holding the line for more than a few minutes while you search for an answer. If a search is going to take more than 2-3 minutes, arrange to call the reader back if it is a local or WATS line call, or have him call back at a specific time. Tell him the information will be left with the librarian then on duty.

HANDLE CALLS TO COMPLETION (See also Checking Records below)
--Many callers do not know the person who can help them. You may have to transfer them to the right person. See the campus Telephone Directory for instructions on transferring. (Off-campus calls may be transferred through the University switchboard, but give the number to the caller in case you are cut off in trying to transfer the call. On-campus calls cannot be transferred; give callers the correct number they should call direct.)

SECTION IV. D1b. DESK SERVICES, SERVICE STANDARDS (INCOMING CALLS)

--If you know that the information a caller wants is to be found in specialized sources and can be better provided by another department or branch library, make sure the caller knows whom he should consult and the type of service he can expect. In some cases it is best to refer the caller to a specific person by name and title.

LEAVE EFFECTIVE MESSAGES

--When the call is for someone in the department who cannot be reached immediately, always offer to take a message. Make it clear, concise, complete. Messages for staff members should be written on the appropriate forms and left in mailboxes.

--Get the details right even if you have to ask the caller to repeat or spell names.

--Use the reference department "Request for Information" forms to record answers to questions callers will be phoning back for at some specified time. Give these to the Desk 1 reference librarian so that they can be attached to the clipboard.

RECOGNIZE SERVICE PRIORITIES

--Answer all general information calls which can be answered in a few minutes time without questioning the status of the caller. Whenever possible, answer the inquiry rather than switch the call to another extension.

--When it is clear that the question being asked will take more than a few minutes to answer, it will be necessary to take into account not only the nature and urgency of the request but the status of the inquirer as it relates to the University. If the caller has not identified himself, you will have to find out who is calling (e.g., "May I ask who is calling, please?") before proceeding further. Many factors enter into decisions concerning the amount of service that can be given to individuals. (Cf. Section II. B, and Section III.

--Complicated questions are often better answered if the caller is encouraged to come in person to the library. If this is not possible, a written reply may be preferable to a lengthy telephone conversation.

PAGING READERS

c. Paging Readers - When phone requests to page readers are received, follow the procedure outlined in the Staff vertical files.

SECTION IV. D1d: DESK SERVICES, INCOMING CALLS, CHECKING RECORDS

CHECKING RECORDS

d. Checking Records - The Reference Department receives a number of phone requests each day for catalog information. Answer all public catalog questions from the branch libraries. During the day you may refer Central Serials Record and Bindery questions from the branch libraries to the appropriate department; at other times the reference staff must answer these inquiries.

Do not refer callers from outside the Library system to the Technical Services Departments. Consult the records yourself. When a list of items or a complex subject inquiry must be checked, encourage the caller to come to the library in person or to send in a written request for the information. (See Section VI. B)

CIRCULATION INFORMATION

e. Circulation Information - If a caller inquires about whether a specific book for which he has obtained the call number, is actually in the library, inform him courteously that it is not possible to look on the shelves, and offer to refer him to the Circulation Department (or appropriate branch library) which will check to see if there is a record that the book has been checked out.

QUESTIONS ABOUT LIBRARY POLICIES

f. Questions about Library Policies - Answer questions concerning general library policies if the inquirer simply wants to know what the policy is. However, if the question concerns interpretation of policy, or an individual problem affected by a policy, refer the inquirer to the service desk or department responsible for carrying out that policy.

Example: Questions concerning renewal of books charged out from the Circulation Desk. --If the inquirer wants to know what the policy is, inform him that "books may be renewed in person or by phone at the library from which they were borrowed if they have not been requested by another reader". (Refer to the Reference staff vertical file as necessary for exact wording of general library policy statements.) However, if the inquirer wants to renew his books by phone, or to discuss an individual problem affected by this policy, refer him to the Circulation Desk. Before making this referral, find out if the books were borrowed from the stacks and if the patron has the call numbers for any books he wishes to renew. (The Circulation Desk will need to have the call numbers in order to check their records).

PERSONAL CALLS

g. Personal Calls - You may arrange to be called on Reference Department lines, but keep personal calls to the minimum, in number and length. Try to arrange to be called on lines 3 or 4 so as not to interfere with calls for reference service coming in on lines 1 and 2.

Transfer or refer calls for other members of the library staff to the correct department and give the number to the caller for future use. If the person called is not listed in the staff card file, and her department is not known, check the University telephone directory, and the CRT. As a last resort, transfer or refer the call to the main office of the library.

SECTION IV. D1h: DESK SERVICES, INCOMING CALLS, EMERGENCY AND NUISANCE CALLS

EMERGENCY AND NUISANCE CALLS

h. Emergency and Nuisance Calls - In an emergency situation, such as a bomb threat, try to obtain as much information as possible from the caller and write it down. Notify the Campus Police at once (ext. 5-3111). (See emergency instructions kept on clipboard at reference desk.)

Nuisance calls should be dealt with as quickly and unemotionally as possible. If they persist, notify the University operator.

2. Outgoing Calls

GENERAL GUIDELINES

a. General Guidelines - When placing official calls, always identify yourself as a member of the Reference Department of the University Library.

LONG DISTANCE CALLS

b. Long Distance Calls - There are no restrictions on calls to campus or local numbers, other than need and brevity. However, long distance calls to areas not covered by a University WATS line must be reported to the head of the department.

If an inquiry comes to us by a long distance telephone call outside our WATS area and it is necessary to call back with the requested information be sure that the inquirer will accept a collect call. Such calls should not be charged to the University.

CALLING LOCAL LIBRARIES

c. Calling Local Libraries - Typical out-going calls are those made to libraries in the local area to obtain information about their holdings or the use of their facilities by University readers. We do not ordinarily call long distance for such information.

The 5-College libraries reference departments will provide card catalog information by phone to individual readers and will handle reference inquiries made by reference librarians. Use discretion in informing readers of this service so that the privilege will not be abused.

READER USE OF TELEPHONE

d. Reader Use of Telephone - Telephones at the Reference Desk are available for official library business only. Readers should use the public pay phones, or the free campus phones for all calls.

As always, there are exceptions. The phone may be used by the public when:

1. Questions of library policies or operations are involved. Example: A research assistant wants to call a professor concerning an interlibrary loan he was sent to inquire about.

2. An emergency situation occurs. Common sense is the best guideline here. Try to have the reader use one of the phones in the Reference Office for such calls, not the phones at the Reference desks.

SECTION IV. D2e: DESK SERVICE, OUTGOING CALLS, PERSONAL CALLS

PERSONAL CALLS

e. Personal Calls - Staff members making personal calls should use the public pay phones or free campus phones whenever possible. If the call must be made from the Reference Department, use a phone in the Reference office. Make outgoing calls on the highest line available (e.g., lines 3 or 4), so as not to interfere with calls coming in on lines 1 and 2. University WATS lines should not be used for making personal calls.

E. Circulation Functions of Reference Staff

PAMPHLET FILE

1. Pamphlet File - Pamphlet file materials may circulate for two weeks. All authorized University Library borrowers have the same borrowing privileges. Pamphlets are charged out from and returned to the Reference Desk. Material may be renewed if not in demand by other library users. There are no fines for overdue Pamphlet File materials. Procedures for charging out Pamphlet File materials are on file in the Reference staff vertical file.

MICROFORMS

2. Microforms - Microforms (with the exception of a few heavily used titles) may circulate to authorized University Library borrowers for a period of one week. The circulation record will be kept in the Microforms Room. Circulation problems (recalls, fines, etc.) will be handled by the Circulation Department. A copy of the charge slip will be sent to Circulation with a request for action. See staff vertical file for list of restricted titles.

EDUCATIONAL TESTS

3. Educational Tests - Educational tests circulate for use outside the library for three days. All authorized University Library borrowers have the same privileges. Use the special orange card in the test folder; do not use the multi-part library charge slips.

COLLEGE CATALOGS

4. College Catalogs - College catalogs may circulate overnight only; all authorized University Library borrowers have the same borrowing privileges. Catalogs may be charged out after 9:00 p.m. and returned by 9:00 a.m. the following morning (11:00 a.m. on Sundays and holidays). Exceptions may sometimes be made for students who need to borrow catalogs earlier during the day for conferences with advisers. Catalogs should be charged out from and returned to the Microforms Desk. There are no fines for late or overdue materials; renewal of materials is discouraged. The assistant responsible for the collection will be responsible for the return of all circulated material. Procedures for charging out college catalogs are on file in the Reference staff vertical file.

STACK REFERENCE BOOKS

5. Stack Reference Books - Non-circulating books in the stacks and books from the Oriental Reference collection are charged out from and returned to the Circulation Desk on the second floor.

GOVERNMENT DOCUMENTS

6. Government Documents - Government Documents may be circulated from the Reference Desk during those hours when the Documents Department is not staffed. All authorized University Library borrowers may charge out documents (except those items stamped non-circulating). The loan period is 4 weeks for faculty and graduate students, 2 weeks for undergraduates. Renewals may be granted for 2 weeks

SECTION IV. E6 (Cont.): DESK SERVICES, CIRCULATION FUNCTIONS OF REFERENCE STAFF

provided that no one else has placed a "hold" on the document. (However, Reference staff should not grant renewals unless a documents assistant is on duty to check the Documents circulation file to determine the status of the transaction.) As a rule no fines are charged for overdue documents. The procedure for charging out documents from the Reference Desk is on file in the Reference staff vertical file.

UNPROCESSED MATERIALS

7. Unprocessed Materials - Unprocessed materials may circulate for use outside the building only if authorized by the appropriate department head (e.g., Head of Serials Dept.). These materials would be signed out from and returned to the Reference Desk. Unprocessed materials may be charged out for in-building use following procedures on file in the Reference staff vertical staff.

8. Reference Books

CIRCULATION FOR USE OUTSIDE THE LIBRARY

a. Circulation for Use Outside the Library - In general, Reference materials are not circulated outside the Library building so that they will be accessible to as many users as possible for the whole period the Library is open. Many reference tools, such as periodical indexes and the latest editions of standard encyclopedias and almanacs, are in such constant demand that they cannot be taken from the building without causing severe inconvenience to other library users. In most cases, the reference needs of the majority must take priority over the needs of a single individual.

However, since some reference materials are in much less demand than others, reasonable requests to borrow less heavily used titles for brief periods of time will be granted to any university borrower. Eligible borrowers must present a standard piece of identification at the Reference Desk. (A request will be considered "reasonable" if the needs of the requestor are best served by using the volume outside the building, and it is the judgment of the reference librarian on duty that the removal of that volume from Reference for a brief period of time will not seriously inconvenience other library users). Whenever there is doubt as to the advisability of loaning a reference volume the request can be referred to a senior reference librarian for a decision. A reference volume will not be lent if there is a duplicate copy available for circulation elsewhere in the library system.

Examples of situations in which a reference volume might be lent for use outside the library are given below. In general, the length of the loan period is based on the needs of the requestor, and the judgment of the reference librarian as to the possible use of the materials by others. The phone number of the borrower should be included on the charge slip to facilitate recall of material not returned on time.

1. Books from the Central Reference Collection

a) An hour or two, if a student would like to borrow a

SECTION IV. E8a (Cont.): DESK SERVICE, CIRCULATION FUNCTIONS OF REFERENCE STAFF

specific atlas for use in a classroom demonstration.

b) Overnight (at 9:00 p.m.), due back an hour after the library opens the following day when a reader needs to use a reference book after the library has closed.

c) Several hours, if a reader needs to take a volume elsewhere on campus for photoduplication, or to an office where an adding machine or other equipment is available to facilitate use of data contained in the reference work.

d) Several days (during intersession, for example) when no demand for a particular volume is expected.

IN-BUILDING USE

b. In-Building Use - In general, reference books should be used in the room in which they are shelved so that they can always be located quickly when needed by others. Reference books are re shelved periodically throughout the day to help insure efficient use of the collection.

Readers who have a special reason for wanting to take reference books to another floor of the building for use should sign these books out from and return them to the Reference Desk. Use an orange card for this purpose. Note on the card where the books have been taken for use. If Reference material is to be left at the Copy Center for Xeroxing, a circulation slip should be completed and left in the reference circulation file until the item is returned.

"DESK" BOOKS

c. "Desk" Books - Unlike reference books shelved in other locations, books shelved behind the reference desk in the "ready reference collection" must be signed for by the borrower for use in the reference room. Each borrower must write his signature, ID number (or address), the date and time on the card provided, but he is not required to show identification (unless the book is being loaned for use outside the building) since all library users regardless of status are free to use reference materials in the building. The purpose of signing for "desk" books is simply to help control their use, since they are often in heavier demand than other reference books, and it is helpful to the librarian on duty to know which of these books are in use at any given time.

RENEWALS, RECALLS, FINES

d. Renewals, Recalls, Fines - Reference material may be renewed if an extended loan period is not likely to inconvenience other users. Reference books signed out for more than a few hours are subject to immediate recall by phone if needed urgently by someone else regardless of the hour due. There are no fines for overdue reference materials.

SECTION IV. F: DESK SERVICE, RESPONSIBILITY FOR SERVICE AT NIGHT, WEEKENDS, SKELETON STAFF DAYS

F. Responsibility for Service at Night, Weekends, Skeleton Staff Days

1. General Statement - As a general rule, a minimum of two staff members will be scheduled for duty on nights, weekends, and skeleton staff days, and additional staff members will be scheduled when it is expected that they may be needed. All professional staff of the Department are expected to share equally in working during these periods.

GENERAL STATEMENT

2. Special Problems

a. Authorizing Reserve Use - When the Public Services Office is closed, the reference librarian on duty is responsible for authorizing reserve use by students who are temporarily lacking standard identification. Consult the CRT and check the student's identification number before issuing a permit. 5-College students and other users who are not registered University students or employees must have other positive identification.

AUTHORIZING RESERVE USE

b. Emergencies - Building problems and emergencies (except those requiring an immediate response) should be referred to the staff member on duty at the Exit Control desk or to the Circulation Services supervisor. See emergency instructions on the message clipboard at Desk 1 for procedures to follow and telephone numbers.

EMERGENCIES

c. Obtaining In-Process Materials - A reasonable effort should be made to locate in the Technical Services area "in-process" material needed by a reader. (CF. Section IV.G) If you cannot readily find it, make a record of the request and follow it up the next working day.

OBTAINING IN-PROCESS MATERIALS

d. Records in Technical Services Area - A reasonable effort should be made to locate in records kept in the Technical Services area (such as the shelflist and the central serial record) any information needed to help a reader. If you cannot readily find it, make a record of the request and follow it up the next working day.

RECORDS IN TECHNICAL SERVICES AREA

e. Use of Technical Services Area - When using the Technical Services area for locating "in-process" material or for conculting records, be sure to leave all doors locked behind you when leaving. Check the identification of any person whom you do not know who is in the area outside normal working hours.

USE OF TECHNICAL SERVICES AREA

f. Microforms Room - For staffing and services, see Section IV. J3.

MICROFORMS ROOM

SECTION IV. F2g: DESK SERVICE, RESPONSIBILITY FOR SERVICE AT NIGHT, WEEKENDS...

NEWSPAPER PICK-UP

g. Newspaper Pick-up - The reference assistant responsible for the newspaper collection will make arrangements for a student assistant to pick up the newspapers which are delivered to the Campus Center. If the library will not be open when the newspapers are normally delivered the reference assistant will arrange for delivery at another time and will leave information on the message clipboard about these arrangements. If the student assistant reports at the last moment that he or she is unable to work because of illness or other emergency, one of the reference librarians on duty should take care of the newspapers. (See the student assistant manual for information on where to find them.)

LOST & FOUND

h. Lost and Found - Lost items should be delivered to the Exit Control desk as soon as they are discovered. Inquiries about lost items should also be referred to that desk.

DOCUMENTS

i. Documents - See Section VIII.

INTERLIBRARY LOAN

j. Interlibrary Loan - See Section V.

MORRILL BIOLOGICAL SCIENCES LIBRARY

k. Morrill Biological Sciences Library - The Reference Department has keys to Morrill Library intended to be issued to a student assistant on occasions when Morrill staff scheduled for weekend duty are absent because of sickness or other emergency. Read the instructions in the folder on Morrill Library in the staff vertical file before issuing the keys.

G. Inquiries for "In-Process" Materials

TYPES OF INQUIRIES

1. Types of Inquiries - There are several types of inquiries for "in-process" materials: e.g., (1) inquiries regarding order slips which have been filed in the public catalog; (2) requests for materials (especially serials) which are in the process of being prepared for binding; (3) requests for University of Massachusetts theses and dissertations which have been received but not yet cataloged by the Library; (4) new serial titles, not yet cataloged.

BORF ROUTINE

2. BORF Routine - The Book Order Request Form (BORF) was designed as a means of notifying the library user of the availability of a book which is on order. Upon receiving such an inquiry, the reference librarian should query the computerized Book Order System (BOS) on the department's terminal, and record the status of the order on the Book Order Request Form. If the book has been received and if the reader has an immediate need for it, the librarian should follow the procedures agreed upon with the Technical Services Division to secure the book and have it processed on a "rush" basis. (Detailed procedures for BORF and BOS are outlined in the Reference staff vertical file.)

SECTION IV. G3: DESK SERVICE, INQUIRIES FOR "IN-PROCESS" MATERIALS

BINDERY MATERIALS

3. Bindery Materials - The following material may be retrieved for a reader's use:

(a) Material which has been prepared for the bindery, but has not been boxed.
(b) Material which has been returned from the bindery, but is still in End Processing.
(c) Serials which are being held for missing issues. These may be charged out for use in the Library.
(d) Duplicate subscriptions (i.e., "bindery copies" of popular magazines). These should be used only when the Periodical Room copy is for some reason unavailable. They must be used in the Serials Department (or, when it is closed) under the direct supervision of a reference librarian. See the staff vertical file for details of procedures.

If the reader requests that binding be delayed, the established procedure agreed upon with the Technical Services Division should be followed. If material is held temporarily at the Reference Desk, care must be taken to assure that it is returned to the proper shelf or area after use.

THESES AND DISSERTATIONS

4. Theses and Dissertations - Senior honors theses, master's theses, and doctoral dissertations which are in process may be retrieved for a reader's use. See "Notes on Handling and Status of Dissertations and Theses" on file in the staff vertical file for details of procedure.

NEW SERIAL TITLES

5. New Serial Titles - New serial titles, not yet cataloged. These must be used in the Serial Department (or, when it is closed) under direct supervision of a reference librarian. See the staff vertical file for details of procedure.

DEPARTMENTAL COOPERATION

6. Departmental Cooperation - In all of the above situations, nothing should be done which would unnecessarily disrupt the work flow of the Technical Services Division. Material should not be removed from the Division without notifying the proper personnel, or leaving the appropriate records. Procedures to be followed when borrowing books from Acquisitions for reader use in the reading area are outlined in the staff vertical file.

H. Referrals

GENERAL STATEMENT

1. General Statement - A reasonable effort must be made to answer every reference question. When the librarian receiving the question has been unable to answer a question satisfactorily after having consulted the known sources or has reason to believe that the question cannot be answered by sources in the University Library, he or she should refer the reader to another source of information. (See also Section IV. A2).

SECTION IV. H2: DESK SERVICE, REFERRALS

REFERRING QUESTIONS TO COLLEAGUES

2. Referring Questions to Colleagues - The librarian on duty should ask colleagues for advice and/or assistance as necessary, but should not refer readers to the latter without first notifying them of the problem, and telling them what sources have already been checked. Verbal communication is best, but if this is impossible, leave them a short note so that they will be aware of the problem when the reader returns. Reference librarians should keep in mind the specialized knowledge held by colleagues in other departments of the library (such as Cataloging, Bibliography, etc.) and should call on them for help in appropriate circumstances.

REFERRALS TO OTHER LIBRARIES OR SERVICES

3. Referrals to Other Libraries or Services - In general, do not refer a reader to a colleague in another department, another library, or to a service without calling ahead to make sure they can be of assistance. This is a courtesy to both the library user and the person or institution to which he is being referred. It is helpful to the branch librarians if readers referred to them bring along a "Request for Information" form on which the inquiry and list of sources already checked are recorded.

UNANSWERED QUESTIONS

4. Unanswered Questions - Incompletely answered questions, or those for which information does not appear to be available, should be recorded on "Request for Information" forms and discussed with other staff members on duty before consulting with senior members of the department. (The purpose of the "Request for Information" form is outlined in Section IV. A4, Subject: Desk Services: Recording Statistics and Questions). The person who received the question originally is responsible for seeing that the question is handled promptly to completion.

All reference librarians should follow through on these questions whenever possible, since they are a useful stimulus to education in the use of less frequently consulted reference materials.

I. Assisting Users at Card Catalog

RESPONSIBILITY

1. Responsibility - One of the chief responsibilities of the Reference Department is instruction in the use of the public card catalog. Since an understanding of the catalog is a key to self-sufficiency in library use, the librarian on desk duty should always accompany the reader when he or she has a question concerning the catalog.

KINDS OF PROBLEMS

2. Kinds of Problems - When a person can't find a specific entry in the catalog, it may be that:

(1) his information is incomplete
(2) he doesn't understand the library's filing system
(3) he has confused the author-title and subject catalogs
(4) the card for which he is searching has been misfiled (a search under title as well as under author is wise)

SECTION IV. I2 (Cont.): DESK SERVICE, ASSISTING USERS AT CARD CATALOG

(5) the library does not own the book
(6) the item wanted is owned by the library but not represented in the catalog (e.g., some microforms, documents, maps)

Always verify the item before informing a reader that the library does not own it.

The reader may need help in establishing the correct subject heading. This is the time to introduce him to the Library of Congress guide to subject headings, and to other ways of identifying the appropriate subject entry.

OFFERING ASSISTANCE

3. Offering Assistance - If someone appears to be having difficulty at the catalog, ask him if he needs help. Each librarian should use his own judgment in identifying such a situation. Since the library does not have a separate catalog information desk, floor walking (See Section IV. A1f) should always include the public catalog area.

J. Special Reference Collections

PAMPHLET FILE

1. Pamphlet File - Vertical file material is handled administratively by the Reference Department. Although responsibility for upkeep of the general vertical file collection lies with one member of the department, reference librarians should be sufficiently familiar with the contents and arrangement of the collection to be able to use it readily as a supplementary source of information. Vertical file material will circulate from and be returned to the Reference Desk. (Note "Loan Policies" section of the staff vertical file)

NEWSPAPERS

2. Newspapers - Current newspapers are administratively a part of the Reference Department. A reference assistant is responsible for the general maintenance of the collection. All reference librarians are expected to be generally familiar with the collection and the special guides which have been prepared to facilitate access to these contents. Newspapers do not ordinarily circulate. For newspaper pickup on weekends, and skeleton staff days see Section IV. F2g.

3. Microforms

STAFFING

a. Staffing - The Microforms Collection is administratively a part of the Reference Department. One reference librarian has primary responsibility for policy. A reference assistant staffs the room weekdays and is responsible for offering help in locating microforms and using the equipment, as well as for general maintenance of the collection. Reference student assistants staff the room nights and weekends.

SECTION IV. J3 (Cont.): DESK SERVICE, SPECIAL REFERENCE COLLECTIONS

RESPONSIBILITY OF REFERENCE LIBRARIANS

b. Responsibility of Reference Librarian - In the absence of an an assistant, Reference librarians may be called to assist in the Microforms Room. When no assistant is in the Microforms Room, Reference staff members will also be responsible for circulation of microforms material. (Cf. "Loan Policies" section of staff vertical file.)

Reference librarians should be prepared to handle bibliographic problems relating to the microforms collection, and should be sufficiently familiar with its scope and contents to be able to use it readily.

SECTION V: INTERLIBRARY LOAN SERVICE

GENERAL STATEMENT

A. General Statement - Although the Interlibrary Loan Office is not administratively part of the Reference Department, the two units cooperate closely. Requests for interlibrary loans are accepted at the reference desk, and materials on loan from other institutions are provided to readers by reference desk staff when the Interlibrary Loan Office is closed. In addition, the reference librarians are responsible for assisting with bibliographic verification of interlibrary loan requests as stated in the policy on departmental priorities (Section III D.

In general, our interlibrary loan policies are governed by the American Library Association's 1968 National Interlibrary Loan Code and by the regulations of lending libraries. By special agreement with Amherst, Hampshire, Mt. Holyoke, and Smith Colleges and Forbes Public Library, we are able to make major exceptions to the Code on a local level. Some minor exceptions are made through cooperative programs with other libraries, notably the NELINET libraries (Universities of Maine, New Hampshire, Vermont, Connecticut and Rhode Island). Other exceptions to the Code and all exceptions to the policies stated below are made by the Interlibrary Loan Librarian.

B. Borrowing Policies -

BORROWING POLICIES

1. Full Borrowing Privileges - the following have full borrowing privileges:

   (a) faculty
   (b) staff
   (c) graduate students

2. Undergraduates - may borrow within the 5-College area.

3. Honors Theses and Independent Study - Seniors writing honors theses may be granted limited borrowing privileges beyond the 5-College area, as some institutions are willing to lend to undergraduates. Honor students who inquire about interlibrary loan should be referred to the Interlibrary Loan Librarian.

SECTION V. B (Cont.): INTERLIBRARY LOAN SERVICE

4. Visiting Faculty and Unaffiliated Scholars - Visiting faculty who are attending short term institutes at the University may borrow within the 5-College area only. Other visiting faculty members should be referred to the interlibrary loan librarian. Scholars or researchers who are not affiliated with the University but who live in Amherst (e.g., authors preparing manuscripts for publication, doctoral candidates writing dissertations for other universities) should be referred to the Interlibrary Loan Librarian.

5. Borrowers Not Eligible - The following are not eligible to borrow materials on interlibrary loan:

   (a) Dependents and family of members of the University community
   (b) Alumni
   (c) Non-University readers who have been granted special borrowing privileges by the Public Services Division, except as described in B-4 above.

C. Types of Materials

MATERIALS REQUESTED

1. Materials Requested - In addition to materials normally available according to the provisions of the National Interlibrary Loan Code or according to the agreements with the 5-College or NELINET libraries, the Interlibrary Loan Office will request:

   (a) Materials missing from the University Library.
   (b) Materials in circulation at the University Library, unless the due date is near, which are available in the 5-College area; such material will not be requested beyond the area.
   (c) Photocopies of pages missing from University Library materials; one copy of such material will be supplied free of charge to the reader.

MATERIALS NOT REQUESTED

2. Materials Not Requested - In addition to materials not normally available according to the provisions of the Code, the Interlibrary Loan Office will not request:

   (a) Materials on Reserve at the University Library.
   (b) Microfilm or photocopies to be purchased from University Microfilms.

D. Form of Request

FORM OF REQUESTS

1. Requests must be submitted on the form provided by the Interlibrary Loan Office and turned in at the reference desk at the main library or at the Morrill or Physical Sciences Library.

2. The Reference librarian who accepts the request should initial it and make sure that the citation is complete and legible; he or she should also ascertain the patron's deadline, if any, and willingness to pay for photocopies if necessary.

SECTION V. D (Cont.): INTERLIBRARY LOAN SERVICE, FORM OF REQUEST

3. A reference librarian may refuse to accept a request because of insufficient bibliographical information or failure to comply with borrowing restrictions.

4. The Interlibrary Loan Office may notify the reader that his request cannot be filled for the reasons stated in Section C. 2.

5. Graduate students who are beginning thesis research and who expect to make numerous interlibrary loan requests, should be referred to the Interlibrary Loan Librarian for orientation to standard verification sources.

USE OF INTERLIBRARY LOAN MATERIALS

E. Use of Interlibrary Loan Materials - Interlibrary Loan materials must be picked up and returned to the main library. Materials which are restricted by the lending library to use in the building are not sent to branches for use there; such restricted materials may not be kept in carrels but must be returned to the Interlibrary Loan Office or Reference Desk after each use.

Each reader must comply with all regulations and restrictions placed on materials by the lending library and the Interlibrary Loan Office. Repeated failure to do so will result in suspension of the reader's interlibrary loan privileges.

The length of the loan period is determined by the lending library. Renewals should be requested only rarely, and readers should be aware that many libraries do not permit renewals. Renewals on materials from the Valley libraries are more easily available.

Items here on interlibrary loan may be recalled at any time by the lending library.

The user is financial responsible for the replacement or repair of materials lost or damaged during his use of them. Charges are $25 per volume, or more.

PHOTOCOPY CHARGES

F. Photocopy Charges - The reader must pay any charges for photocopies supplied by lending libraries, unless he has indicated on his request form that he is unwilling to do so. The reader is responsible for payment of such charges even if the material has arrived after his deadline. The reader may set a price limit for photocopy charges but may not cancel a photoduplication request once it has been sent to another library. Failure to pay photocopy charges will result in collection through the Treasurer's Office and in suspension of the patron's interlibrary loan privileges.

SECTION V. G: INTERLIBRARY LOAN SERVICE, HAND-CARRIED LOANS

HAND CARRIED LOANS

G. Hand-Carried Loans - The Interlibrary Loan Office will not permit hand carried loans to readers from other libraries, nor will it hold materials while awaiting a formal request from the patron's own library.

If a reader has ALA interlibrary loan forms which have been signed by the interlibrary loan librarian at his own library, the Interlibrary Loan Office will accept the forms and forward the requested materials to the reader's library through the mail.

NIGHT & WEEKEND PROCEDURES

H. Night and Weekend Procedures - For details of procedures to be followed by reference desk staff on nights and weekends when the Interlibrary Loan Office is closed, consult the "ILL" folder in the staff vertical file.

LENDING POLICY

I. Lending Policy - For the University Library's policies on loans to other institutions, consult the ILL folder in the staff vertical file.

SECTION VI: BIBLIOGRAPHIC SERVICES

REFERENCE INITIATED

A. Reference Initiated - When time and resources are available, the head of the Reference Department may authorize the preparation of bibliographies by staff members when the results of such bibliographic endeavors would contribute significantly to the work of the department.

B. User Requests

PREPARATION OF BIBLIOGRAPHIES

1. Preparation of Bibliographies - Due to the heavy demand of desk and ancillary duties, staff members are unable to undertake the preparation of bibliographies on behalf of individual faculty members or students.

Bibliographies may be prepared for University administrators and staff in the performance of their official duties. The provision of this service is at the discretion of the head of the department.

CHECKING BIBLIOGRAPHIES

2. Checking Bibliographies - Reference Department personnel will provide limited assistance, dependent upon time and staff available, in the checking of bibliographies against the library's holdings. If the lists are long ones, library users will be aided in performing this task for themselves.

Staff members whose duties regularly include book selection in conjunction with the Bibliography Division will handle requests for the checking of book lists within the guidelines provided by the Bibliography Division.

SECTION VI. C: BIBLIOGRAPHIC SERVICES, CURRENT AWARENESS

CURRENT AWARENESS

C. Current Awareness - At present, there are insufficient time and resources available for the preparation and dissemination of a "current awareness" bibliographic service to the University community; however, library users will be given assistance and suggestions regarding other "current awareness" services which are available.

COMPUTER LITERATURE SEARCHES

D. Computer Literature Searches - The Library is currently experimenting with computerized literature searching of data bases. No permanent policy has yet been formulated with regard to such "in-house" services.

SECTION VII: REFERENCE CORRESPONDENCE

A. Incoming Inquiries

WHO DRAFTS REPLIES

1. Who Drafts Replies - Incoming inquiries to the Reference Department are referred by the head of the department to an appropriately qualified librarian for reply. The departmental secretary keeps a record of these referrals which is cancelled when the reply is typed.

SIGNATURE

2. Signature - A letter replying to a reference question is signed by the individual librarian answering the inquiry. Official letters, i.e., correspondence having to do with the policies and procedures of the department, are signed by the head of the department.

COPIES

3. Copies - Letters are typed in duplicate so that one copy may be retained in the departmental correspondence file.

POLICY FOR HANDLING REQUESTS

4. Policy for Handling Requests - Not all inquiries asking for general information ought to be answered by the Reference Department. In general, our policy is not to provide information for the general public that can be obtained from local libraries unless the questions can be answered quickly and briefly. Nor will we complete homework assignments for students. However, replies to inquiries we do not answer should suggest a more appropriate local source of information.

The Reference Department will attempt to answer letters as fully as possible when they come from inquirers who are considered authorized library users; i.e., members of the University community, particularly the staff, alumni, trustees, state government officals, librarians and faculty from the Massachusetts state colleges, and people from the local area.

The Reference Department will answer inquiries concerning subjects on which the Library has unique or unusual resources, as well as inquiries concerning the Commonwealth of Massachusetts whenever we are able to supply the information requested.

SECTION VII. A5: REFERENCE CORRESPONDENCE, INCOMING INQUIRIES

PROMPTNESS IN ANSWERING

5. Promptness in Answering - Replies should be mailed back to inquirers no later than one week after receipt. When suitable, we would invite the inquirer to come here to use the library in person, in the event that we have neither staff nor time to answer his inquiry fully.

REQUESTS FOR HOLDINGS INFORMATION

6. Requests for Holdings Information - Specific, easily answered requests to check library records and report holdings (e.g., what title does the Library own relating to a particular, narrowly defined subject) will be referred to a reference librarian for reply. However, questions concerning holdings in broad categories should be directed to the Chief Bibliographer.

INFORMATION ABOUT THE UNIVERSITY

7. Information about the University - Except for inquiries that should go to a known office (e.g., requests for catalogs to Admission), letters requesting information about the University will be forwarded to the Archives for direct reply or referral to the appropriate office.

SURVEYS

8. Surveys - Letters requesting information about the Library will be referred to the appropriate unit head for reply. A copy of any completed questionnaire relating to the Reference Department will be sent to the Associate Director for Public Services for his information.

SUPPLYING PHOTOCOPIES

9. Supplying Photocopies - The library will not normally supply more than 10 free pages of photocopied material as part of a reply to a reference inquiry by letter. If more copying is necessary, bibliographical information concerning the source should be supplied to the inquirer, with the suggestion that he request the material through interlibrary loan, or come to the Library to use the material here.

B. Outgoing Inquiries

1. Letters of Introduction

PURPOSE

a. Purpose - When the resources of this library have been exhausted and interlibrary loan is not feasible, the Reference Department will write letters of introduction to other libraries upon request for students, faculty and staff. It should be emphasized to the persons requesting these letters that they do not guarantee admission to another library; they are merely requests on our part, and the reader can be refused admission by the other library. Letters of introduction are appropriate when a reader wants to use non-circulating materials in a special collection at another institution, or research materials not available in the University Library system.

SECTION VII. B1b: REFERENCE CORRESPONDENCE, OUTGOING INQUIRIES

WHEN APPROPRIATE

b. When Appropriate - Letters of introduction are not ordinarily appropriate when it is feasible to borrow the needed materials on interlibrary loan. Persons who request letters of introduction should be informed of their interlibrary loan privileges and encouraged to take advantage of this service whenever appropriate. (See Section V for a detailed description of Interlibrary Loan service.) Letters of introduction ought to be issued sparingly, lest we abuse the privilege.

FORMAT OF LETTER

c. Format of Letter - For readers visiting libraries beyond the 5-College area, an individually typed letter is necessary. Letters should indicate what subject the reader will be investigating and the fact that the materials are either not available in this area or that the materials in this area have already been used and more information is needed.

POLICIES OF OTHER LIBRARIES

d. Policies of Other Libraries - Leaflets describing use of certain libraries by visiting readers (e.g., Harvard, Yale) are filed in the staff vertical file. Consult these for information on policies affecting visitors, such as restricted stack access.

APPLICATION FORM

e. Application Form - Readers requesting letters of introduction should be given an Application for a Letter of Introduction. The Librarian accepting the application should initial it and give it to the departmental secretary for typing.

REQUESTS FOR INFORMATION

2. Requests for Information - The Reference Department will write letters to other organizations for readers to obtain information not available here. This is a service that should be provided sparingly when it is felt that the information can be more easily obtained by the Reference Department than by an individual correspondent. In most cases, the individual library user should be informed of the address and/or telephone number of the source which might have the information and be encouraged to secure the data himself.

SECTION VIII: DOCUMENTS COLLECTION

GENERAL STATEMENT

A. General Statement - Although the Documents collection is not administratively a part of the Reference Department, there is close cooperation between the two services. The Reference Department staff works with the Documents staff in a number of ways in providing assistance to readers.

B. Staffing by Reference Librarians

ORIENTATION OF REFERENCE STAFF

1. Orientation of Reference Staff - All reference librarians receive basic orientation to the documents collection and its records and are expected to be able to provide adequate reference service in this area.

SECTION VIII. B2: DOCUMENTS COLLECTION, STAFFING BY REFERENCE LIBRARIANS

ROTATION OF NIGHT AND WEEKEND DUTY

2. Rotation of Night and Weekend Duty - When the staffing level in the Reference Department permits, reference librarians who have completed their orientation will participate on a rotating basis in night and weekend work in Documents.

REFERRALS

C. Referrals - When readers come to the Reference Desk with questions best answered by sources in the Documents collection they may be given preliminary help if time permits. Before referring a reader to Documents the reference librarian should call to determine if the document wanted is available in the collection or to inform the Documents Librarian of the nature of the inquiry.

When the Documents area is unstaffed the reference librarians on duty at the Reference desk are not expected to leave the floor to assist a reader who needs help with the Documents collection. If the call number and probable location of the publication can be determined the reader may be directed by means of the floor plan of the area (located in the Documents folder in the staff vertical file) if this seems appropriate. Otherwise a "green sheet" on the inquiry may be left in the Documents Librarian's box or he may be informed of it orally when next on duty.

CIRCULATION OF DOCUMENTS

D. Circulation of Documents - For circulation of documents see Section IV. E6.

SECTION IX: ORIENTATION AND INSTRUCTION

GENERAL STATEMENT

A. General Statement - An Instructional Services Librarian in the Reference Department is responsible for planning and developing programs of orientation and instruction in the use of library resources, and for coordinating library instruction offered within the University Library system.

Within the constraints of availability of staff, library instruction receives high priority in the activities of the Department, second only to service to the individual reader at the Reference Desk or through the provision of interlibrary loan service.

RESPONSIBILITIES OF REFERENCE LIBRARIANS

B. Responsibilities of Reference Librarians - The Instructional Services Librarian may call upon reference librarians (and, in appropriate circumstances and with the permission of the relevant supervisor, upon other members of the library staff) for assistance in orientation and instruction activities.

SECTION IX. B1: ORIENTATION AND INSTRUCTION, RESPONSIBILITIES OF REFERENCE LIBRARIANS

ORIENTATION

1. Orientation - Orientation activities include:

(a) Guided tours of the building for freshmen, transfer and foreign students, interested members of the university community, and visitors to the university campus.

(b) Preparation of publications describing the layout of the library buildings and the service points within them (such as the Library Brochure, the Library Handbook, the Self-Guided Walking Tour).

(c) Preparation of Nonprint media which may complement or offer an alternative to tours and publications (such as library graphics, slide-tape programs).

INSTRUCTION

2. Instruction - Instructional activities include:

(a) Course-related sessions for undergraduate or graduate classes.

(b) Assignment-related sessions for students in such programs as Rhetoric, Nursing, and Business.

(c) Subject- or discipline-oriented workshops or mini-courses.

(d) Preparation of publications related to the above activities, such as the library information series, guide to HRAF Microfiles, Information Sources in Exercise Science, etc.

(e) Preparation of nonprint media which may complement the publications program.

C. Policy and Procedures

ORIENTATION

1. Orientation - Reference librarians should be sufficiently familiar with the route of the standard tour of the building to be able to conduct a group through it expeditiously.

Although building tours are offered at regularly scheduled times (e.g., the first week of the semester, during freshman orientation in summer and winter, weekly at other periods) and inquirers should be so informed, requests for individual tours at other times should be honored, either by appointment with the librarian receiving the inquiry or by referral to the Instructional Services Librarian.

Requests for group visits should be referred to the Instructional Services Librarian, who maintains a master calendar for scheduling purposes.

Suggestions for improvement of inadequate directional information (printed or graphic) should be routed to the Instructional Services Librarian.

SECTION IX. C2: ORIENTATION AND INSTRUCTION, POLICY AND PROCEDURES

INSTRUCTION

2. Instruction - Faculty-initiated requests for library instruction for their classes should ordinarily be routed to the Instructional Services Librarian.

Preliminary information (name, phone number and department of the requestor, class size, preferred time and date) may be recorded on the Request for Class Instruction form, kept at the reference desks.

Requests from faculty members who are associated with the specialties of librarians in business, government documents, education and the sciences should be referred directly to those librarians or to the heads of the science libraries, who will then notify the Instructional Services Librarian of the arrangements which are made.

Joint programs may be planned with librarians in specialties, to be held in whatever location is most convenient; these sessions are often most useful in multi-disciplinary programs.

See also Section IV. A2 f.